**NIMRA SHAHID**

nnshahid321@gmail.com

647-633-7667 Milton, Ontario

**OBJECTIVE**

Goal driven and adaptable Sales individual with experience in sales and business operations. Looking to leverage my sales skills and technical knowledge to drive business growth and deliver a excellent customer experience.

# SUMMARY OF ATTRIBUTES

* Strong time management skills with a clear understanding of role and responsibilities
* Proven ability to increase team efficiency and meet service quotas. Proven track record of generating new business.
* Enthusiasm for working under pressure.
* Proven track record of developing marketing strategies to increase overall customer acquisition.
* Superb verbal, written and interpersonal communication skills.
* Strong PC skills, experience with Microsoft Office.

# WORK EXPERIENCE

**DENNY’S**

**Hostess**

## Mississauga, Ontario 2023-Present

* Alerted management of potential or reported customer issues
* Organization of Uber/Skip/Take-out/Dine-in
* Manage an average of 155 in-person and telephone guest inquiries per day, customer service requests and reservation booking.
* Helped plan and redesign restaurant seating layout, increased seating capacity.
* Worked on improving overall customer satisfaction rating.

**THE SMART SCHOOL**

**Admission/ Sales officer**

Karachi, Pakistan Oct 2021- Mar 2023

* Planned, formulated and assessed goals, policies and activities designed to implement educational objectives and performance standards.
* Entered. Numerical tax data into database in a timely and accurate manner using MS word and Excel simultaneously.
* Communicated pertinent information to clients via phone, email and mail
* Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
* Interpret and communicate school procedures and company policies to students.
* Provided technical assistance and information to students regarding admissions, registration, records, matriculation and enrollment.

# EDUCATION

**High School Diploma**:

* Received in Pakistan 2015-2018
* Certification in interior designing 2020- 2021
* Record available upon request

**REFERENCES AVAILABLE UPON REQUEST**